

# **SELF COUNSELING FOR**

# **DEFENSE PERSONAL PROPERTY**

# **SYSTEM**

Defense Personal Property System (DPS) will provide automated household goods (HHG) movement process for all Military Service members, DoD Civilians and their families.

## **To enter DPS and request a password, use the following steps:**

1. Open the internet browser and type [www.move.mil](http://www.move.mil)
2. Click the "DoD Customer" tab at the top of the browser
3. Look on the right side of the screen and click "DPS Registration"
4. This will open a new browser, which will be at the "ETA Website" (green and black screen)
5. Enter all pertinent information and confirm at bottom of screen by clicking "SUBMIT"
6. Once your request has been processed, you will receive an email at the address you identified during the registration process from the ETA administrator (please allow 30 minutes to one hour to receive your email). This email will contain your password.

## **Once your password is received, please use the following steps to log into DPS and complete your application.**

1. Type [www.move.mil](http://www.move.mil) into you internet browser
2. Click the "DoD Customer" tab at the top of the page
3. In the dark blue area, click "LOGIN TO DPS" tab
4. Enter you user id (your SSN/CID with dashes omitted)
5. Enter you password EXACTLY as you received it via email from ETA

## 6. Click “Log In”

CONGRATULATIONS, you are now in the DPS system. You are now ready to complete your application online. If you have any questions, please visit [www.move.mil](http://www.move.mil) and click the “DoD Customer” tab on the top of the page to view “step-by-step” how to guides on completing your application.

Once you have completed your application(s), you must call the Outbound Counseling office where you selected to submit your application. If you selected the JPPSOWA COUNSELING OFFICE, please call 703-806-0968 or email to [jppsowa.counseling@conus.army.mil](mailto:jppsowa.counseling@conus.army.mil) to advise our personnel so we may review and submit your application for booking.

## TROUBLESHOOTING

If you are unable to gain access to the DPS system, below are some known issues that may need to be fixed on your computer prior to completing your application.

1. You must turn OFF your pop-up blocker to access DPS
2. If you are using a MAC computer, DPS does not support the Safari browsers. You must download Internet Explorer for MAC to proceed.